



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Illinois Bell Telephone Company
for quarter ending December 31, 2007

| Out of Service More Than 24 Hours | October | December | December | Totals |
|--|----------------|-----------------|-----------------|---------------|
| A. Total dollar amount of all customer credits paid | \$2,081.17 | \$2,599.68 | \$5,653.00 | \$10,333.85 |
| B. Number of credits issued for repairs - 24 - 48 hours | 855 | 930 | 1,550 | 3,335 |
| C. Number of credits issued for repairs - 48 - 72 hours | 55 | 111 | 247 | 413 |
| D. Number of credits issued for repairs - 72 - 96 hours | 12 | 13 | 49 | 74 |
| E. Number of credits issued for repairs - 96 - 120 hours | 4 | 1 | 15 | 20 |
| F. Number of credits issued for repairs > 120 hours | 7 | 7 | 13 | 27 |
| G. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 7,072 | 7,281 | 14,361 | 28,714 |
| H. Number of customers receiving alternate phone service rather than receiving a credit | 0 | 0 | 0 | 0 |

| Failure to Install Basic Local Exchange Service | October | December | December | Totals |
|--|----------------|-----------------|-----------------|---------------|
| A. Total dollar amount of all customer credits paid | \$148,812.93 | \$86,454.04 | \$33,477.58 | \$268,745.00 |
| B. Number of installations after 5 business days | 3,840 | 912 | 830 | 5,582 |
| C. Number of installations after 10 business days | 22 | 22 | 14 | 58 |
| D. Number of installations after 11 business days | 154 | 113 | 48 | 315 |
| E. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 7,076 | 3,938 | 4,097 | 15,111 |
| F. Number of customers receiving alternate phone service rather than receiving a credit | 2 | 1 | 0 | 3 |

| Missed Appointments | October | December | December | Totals |
|--|----------------|-----------------|-----------------|---------------|
| A. Total dollar amount of all customer credits paid | \$59,500.00 | \$57,050.00 | \$53,650.00 | \$170,200.00 |
| B. Number of customers receiving credits | 1,184 | 1,136 | 1,067 | 3,387 |
| C. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0 | 0 | 0 | 0 |

Comments